GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1327
ANSWERED ON:01.12.2005
SELLING OF SUB STANDARD WATER AND FOOD IN TRAINS STATIONS BY VENDORS
Munshiram Shri ;Rawat Shri Ashok Kumar

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has launched any campaign to controlthe vendors who are selling substandard water and poor quality food at railway stations and in trains as appeared in Rashtriya Sahara dated August 22, 2005;

(b) if so, the details thereof;

(c) the, dstsils of vendors found their involvement in such practices and the action taken against them; . ` .

(d) the steps taken by the Government to check such irregularities?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) & (b) : Yes, Sirr Improvement in catering service is an ongoing process. A number of complaints were received regarding the quality of food served in various trains. Therefore, special drives were conducted for monitoring and improving catering services.

(c) As a result of these, drives, the licencees have been warned and fined (in 8 cases). They have been advised to rectify the lapses. Disciplinary action has been initiated in 2 (two) cases.

(d) Zonal Railways have communicated the irregularities detected by them to the base Railway for taking suitable action and preventive measures. Railways and Indian Railway Catering & Tourism Corporation (IRCTC) have been advised to take corrective and special measures viz., serving of all packed items conforming to Bureau, of Indian Standards (BIS); Display of Menu and price list; provision of complaint book withcpantry car managers; pest control and periodic inspections in pantry cars and static Units by Railways at,all levels etc.

Regular and surprise checks are being conducted in trains as well as at stations to remove unauthorised vendors and prevent selling of sub-standard water and food and control irregularities.